

***DECEMBER “NON-CONTACT” TRACKING SHEET***

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**DTE Satisfaction Tracking Study**

**Conducted by Harpers Research & Consulting**

**January, 2005**

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## DTE - Residential Non-Contact Tracking - 2004

2. How satisfied are you with the service you are receiving from KeySpan Energy Delivery?  
Boston Gas

	Year 2004												YTD
	Jan '04	Feb '04	March '04	Apr '04	May '04	June '04	July '04	Aug '04	Sep '04	Oct '04	Nov '04	Dec '04	
TOTAL	50 100%	50 100%	50 100%	49 100%	47 100%	49 100%	50 100%	50 100%	48 100%	51 100%	51 100%	48 100%	593 100%
Top 3 box	41 82%	41 82%	42 84%	44 90%	45 96%	45 92%	46 92%	47 94%	42 88%	47 92%	49 96%	43 90%	532 90%
Neutral	5 10%	2 4%	-	3 6%	1 2%	3 6%	2 4%	1 2%	4 8%	2 4%	1 2%	1 2%	25 4%
Bottom 3 box	4 8%	7 14%	8 16%	2 4%	1 2%	1 2%	2 4%	2 4%	2 4%	2 4%	1 2%	4 8%	36 6%
7 - Very Satisfied	26 52%	22 44%	21 42%	24 49%	29 62%	25 51%	27 54%	31 62%	30 62%	34 67%	32 63%	26 54%	327 55%
6	7 14%	11 22%	9 18%	12 24%	6 13%	14 29%	12 24%	11 22%	5 10%	5 10%	10 20%	11 23%	113 19%
5	8 16%	8 16%	12 24%	8 16%	10 21%	6 12%	7 14%	5 10%	7 15%	8 16%	7 14%	6 12%	92 16%
4	5 10%	2 4%	-	3 6%	1 2%	3 6%	2 4%	1 2%	4 8%	2 4%	1 2%	1 2%	25 4%
3	-	5 10%	4 8%	1 2%	1 2%	-	1 2%	1 2%	1 2%	-	1 2%	1 2%	16 3%
2	1 2%	2 4%	1 2%	1 2%	-	-	-	-	-	1 2%	-	1 2%	7 1%
1 - Very Dissatisfied	3 6%	-	3 6%	-	-	1 2%	1 2%	1 2%	1 2%	1 2%	-	2 4%	13 2%
DON'T KNOW	-	-	-	1	1	-	2	-	1	1	-	2	8
REFUSED	1	-	-	-	2	1	1	-	1	1	-	-	7
MEAN	5.8	5.7	5.6	6.1	6.3	6.2	6.2	6.3	6.1	6.3	6.4	6.0	6.1

## DTE - Residential Non-Contact Tracking - 2004

2. How satisfied are you with the service you are receiving from KeySpan Energy Delivery?  
Essex Gas

	Year 2004												YTD
	Jan '04	Feb '04	March '04	Apr '04	May '04	June '04	July '04	Aug '04	Sep '04	Oct '04	Nov '04	Dec '04	
TOTAL	46 100%	48 100%	48 100%	49 100%	50 100%	50 100%	49 100%	49 100%	50 100%	53 100%	48 100%	52 100%	592 100%
Top 3 box	41 89%	45 94%	44 92%	42 86%	44 88%	42 84%	46 94%	47 96%	45 90%	53 100%	43 90%	47 90%	539 91%
Neutral	2 4%	-	2 4%	5 10%	5 10%	3 6%	1 2%	-	2 4%	-	3 6%	5 10%	28 5%
Bottom 3 box	3 7%	3 6%	2 4%	2 4%	1 2%	5 10%	2 4%	2 4%	3 6%	-	2 4%	-	25 4%
7 - Very Satisfied	23 50%	23 48%	23 48%	26 53%	25 50%	28 56%	27 55%	27 55%	27 54%	31 58%	25 52%	26 50%	311 53%
6	6 13%	14 29%	13 27%	9 18%	11 22%	10 20%	11 22%	10 20%	10 20%	14 26%	15 31%	14 27%	137 23%
5	12 26%	8 17%	8 17%	7 14%	8 16%	4 8%	8 16%	10 20%	8 16%	8 15%	3 6%	7 13%	91 15%
4	2 4%	-	2 4%	5 10%	5 10%	3 6%	1 2%	-	2 4%	-	3 6%	5 10%	28 5%
3	2 4%	1 2%	1 2%	1 2%	-	2 4%	2 4%	2 4%	2 4%	-	2 4%	-	15 3%
2	1 2%	-	1 2%	1 2%	1 2%	1 2%	-	-	1 2%	-	-	-	6 1%
1 - Very Dissatisfied	-	2 4%	-	-	-	2 4%	-	-	-	-	-	-	4 1%
DON'T KNOW	3	2	1	-	-	-	1	-	-	-	2	1	10
REFUSED	1	-	1	1	-	-	-	1	-	-	-	-	4
MEAN	5.9	6.0	6.1	6.0	6.1	6.0	6.2	6.2	6.1	6.4	6.2	6.2	6.1

## DTE - Residential Non-Contact Tracking - 2004

2. How satisfied are you with the service you are receiving from KeySpan Energy Delivery?  
Colonial Gas

	Year 2004												YTD
	Jan '04	Feb '04	March '04	Apr '04	May '04	June '04	July '04	Aug '04	Sep '04	Oct '04	Nov '04	Dec '04	
TOTAL	50 100%	48 100%	49 100%	49 100%	50 100%	51 100%	49 100%	49 100%	49 100%	50 100%	47 100%	49 100%	590 100%
Top 3 box	42 84%	40 83%	41 84%	43 88%	49 98%	48 94%	45 92%	46 94%	42 86%	46 92%	41 87%	46 94%	529 90%
Neutral	2 4%	1 2%	1 2%	3 6%	1 2%	2 4%	-	2 4%	4 8%	2 4%	3 6%	2 4%	23 4%
Bottom 3 box	6 12%	7 15%	7 14%	3 6%	-	1 2%	4 8%	1 2%	3 6%	2 4%	3 6%	1 2%	38 6%
7 - Very Satisfied	27 54%	21 44%	24 49%	20 41%	32 64%	31 61%	20 41%	25 51%	28 57%	25 50%	27 57%	27 55%	307 52%
6	11 22%	11 23%	10 20%	10 20%	10 20%	8 16%	19 39%	12 24%	10 20%	14 28%	9 19%	14 29%	138 23%
5	4 8%	8 17%	7 14%	13 27%	7 14%	9 18%	6 12%	9 18%	4 8%	7 14%	5 11%	5 10%	84 14%
4	2 4%	1 2%	1 2%	3 6%	1 2%	2 4%	-	2 4%	4 8%	2 4%	3 6%	2 4%	23 4%
3	4 8%	2 4%	3 6%	2 4%	-	1 2%	-	-	2 4%	2 4%	2 4%	-	18 3%
2	1 2%	1 2%	-	-	-	-	2 4%	-	-	-	-	-	4 1%
1 - Very Dissatisfied	1 2%	4 8%	4 8%	1 2%	-	-	2 4%	1 2%	1 2%	-	1 2%	1 2%	16 3%
DON'T KNOW	-	2	2	1	-	-	1	1	1	-	3	1	12
REFUSED	-	-	-	-	-	-	-	-	-	-	-	2	2
MEAN	6.0	5.6	5.7	5.8	6.5	6.3	5.9	6.1	6.1	6.2	6.1	6.3	6.0